

# Facilitator CHiPs



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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*Facilitation Services Available:*

- Process Improvement
- Team Building
- Change Management
- Strategic Planning
- Customer Focus and Assessment
- Baldrige Quality Award Criteria
- Valuing Differences
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For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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or

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## *Is Your Phone Etiquette Adequate?*

You usually have only one chance to make an impression, so it is important to understand how others are affected by your attitudes and actions while communicating. This is particularly true when communicating by telephone, where your voice and attitude determine this impression.

**Always speak slowly and clearly.** Two of the biggest complaints in telephone communications are mumblers and speed-talkers.

**Start every conversation by introducing yourself.** State your name as you wish to be addressed. It can be very disconcerting to talk with someone, and not know how to address them when you reply back to them.

**No matter what, speak kindly.** Most callers are polite, but on the rare occasion when someone is rude, do not be rude in return. It is best to simply end the conversation. Conversely, if you aren't in the mood to talk, let the caller leave a message and return the call when you're in a positive mood.

**If you do not understand, ask politely, by restating what you thought you heard.** Use words that start with the letters you thought you heard, such as "P as in Paul?" P's and T's are unclear, as are F's and S's.



**Listen to understand, not to respond.** Do not ignore the conversation you are hearing because you are thinking of the reply you will give. Otherwise, you may miss the point of the phone call.

**At the end of the conversation, summarize the actions of either party.** Indicate what will be done and when. Be specific; explain delays if they are unavoidable.

In our next issue:

*Baldrige Basics: Achieving Performance Excellence*